

LONG TERM CARE OMBUDSMAN PROGRAM



Advocates For Long
Term Care Residents

History



- **Original concept: “go-between”**
- **Federally mandated: Older Americans Act 1965**
 - 1978 amendment
- **State of Hawaii: HRS 349-12**
 - 1979 amendment
- **Volunteer Representative Component (1999 Legislative Session)**
 - **Bobbie & Mika began June 1, 2001**

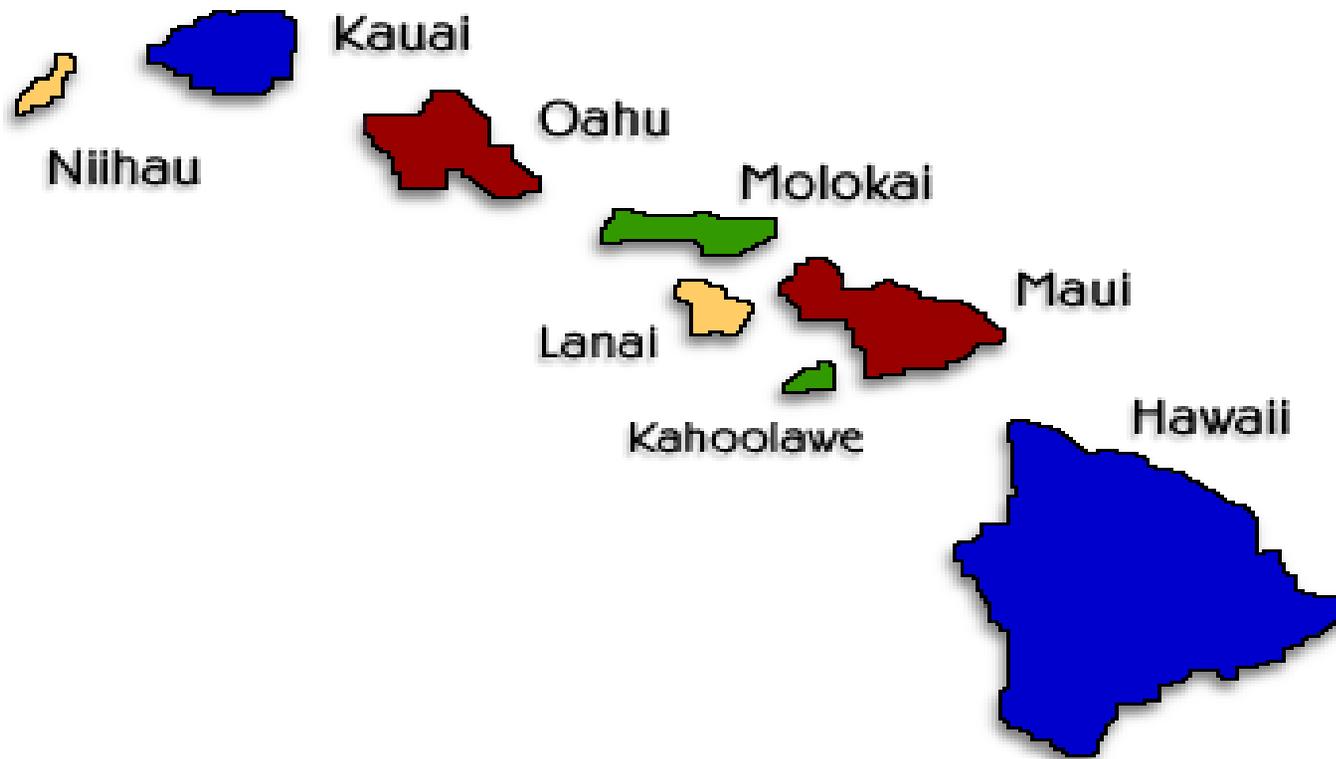
Functions (LTCO or Representatives)

- Identify, investigate, and resolve complaints
- Protect health, safety, welfare, and rights of residents
- Inform residents about obtaining services by providers or outside agencies

Functions (LTCO or Representatives)

- Ensure residents have “*regular and timely access*” to services
- Represent interests of residents before governmental agencies
- Analyze, comment on, and monitor development & implementation of federal, state, and local laws, regulations and other governmental policies and actions

Why Do We Need Representatives For Hawaii's Long Term Care Residents ?



Hawaii's Long Term Care Residents

- 8,606 LTC residents state-wide:
 - **50** Nursing Homes (**4,254** beds)
 - **494** Adult Residential Care Homes (ARCH), type I and II (**2246** beds)
 - **177** Expanded ARCH (**362** beds)
 - **10** Assisted Living (**1,744** beds)
 - **731** Facilities

(01/13/06)

Long Term Care Ombudsman Program Staffing

- 1 State LTC Ombudsman
- 1 LTC Ombudsman Specialist
- 1 LTC Ombudsman Volunteer Coordinator
- 1 Clerical Support (eliminated by 2005 Legislature)
- Institute on Medicine (1995) **MINIMUM** Staff Recommendation: 1 for 2,000 (HI: 8,606)

Long Term Care Ombudsman Program Operating Budget

- \$13,000 per year
- 8,606 residents divided by \$13,000 =

\$1.51/resident!!

LTCO or Representatives Can Help Residents With

- Quality of Life/Care
- Residents Rights
- Abuse & Neglect Issues
- Dietary Needs
- Financial Issues
- Restraints
- Transfer/Discharge Issues
- Privacy/Confidentiality Issues
- Other

Questions The LTCO or Representative Can Help Answer

- Do residents have right to refuse treatment
- Advanced directives – End-of-Life Care
- Alternatives to nursing home placement
- Information about nursing homes, assisted living facilities & ARCHs
- Filing grievances

How to Become A Certified Ombudsman Representative

- Written Application
- Criminal Background Check
- TB Clearance
- 16 – 20 hours of classroom training
- 8 hours of on-site training @ facility

What Representatives Learn

- **State/Federal Laws & Regulations**
- **Role of the LTCO**
- **Residents' Rights**
- **How to Advocate**
- **How to Identify/Report Abuse or Neglect**
- **Medicare/Medicaid**
- **Communication Techniques**
- **Aspects of Aging**

Responsibilities of the Representative

- One year commitment
- Advocate for Residents' Rights
- Weekly Visits With Residents
- Documentation
- Attend Monthly Meetings w/Program Staff
- Communicate With Program Coordinator
- Follow Program Policies & Procedures

“I wish I had known about this information years ago. It not only helps me now but I can share it with my family and friends.”



Who To Contact To Become A Volunteer Representative

LTCO Volunteer Coordinator

- 808-586-7277
- Neighbor Islands, use the State of Hawaii toll-free access numbers.
- Kauai 274-3141
- Maui 984-2400 Then Enter 6-0100
- Hawaii 974-4000
- Molokai, Lanai 1-800-468-4644

Who Should Contact The LTCO For Information or Help?

- Residents of any licensed long term care facility
- Family members or friends of residents
- Facility staff
- Interested members of community groups
- Senior citizen groups
- Consumer advocacy groups
- Other citizens & Legislators (constituents)

How Do I Make A Complaint

- All information received is confidential
- Call the office @ 1-800-586-7268
- Tell what you saw or heard
- Give a name/address/facility
- When did it happen
- Are you a resident, relative, friend, neighbor or staff person

Summary

- **LTCOP federally mandated by OAA**
- **Primary function: provide advocacy to residents in licensed long term care facilities**
- **Protect health, safety, welfare of residents**
- **Program representatives help us meet mandates of OAA**
- **Call Volunteer Coordinator for information**
- **Call State LTCO regarding complaints/concerns**

Mahalo

